



Your business  
is our business.

REDACTED – FOR PUBLIC INSPECTION

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Greenbelt, Maryland 20770  
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internet: [www.jsitel.com](http://www.jsitel.com), e-mail: [jsi@jsitel.com](mailto:jsi@jsitel.com)

October 9, 2013

**By Hand Delivery**

Marlene H. Dortch, Secretary  
Federal Communications Commission  
Office of the Secretary  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

**Re: WC Docket No. 10-90, WC Docket No. 11-42  
2013 ETC Annual Report of Bixby Telephone Company  
Study Area Code 431969**

Dear Ms. Dortch:

On behalf of Bixby Telephone Company “Bixby”, JSI files the attached confidential and redacted versions of the FCC Form 481 ETC annual reporting information pursuant to sections 54.313 and 54.422 of the Commission’s rules.<sup>1</sup> Bixby seeks confidential treatment under Protective Order for section 54.313(f)(2) financial information.<sup>2</sup> The redacted version is also being filed this date via the FCC’s Electronic Comment Filing System.

Please direct any questions regarding the filing to the undersigned.

Sincerely,

John Kuykendall  
JSI Vice President  
301-459-7590  
[jkuykendall@jsitel.com](mailto:jkuykendall@jsitel.com)

cc: Charles Tyler, Telecommunications Access Policy Division (two copies, confidential)

<sup>1</sup> 47 C.F.R. §§ 54.313, 54.422.

<sup>2</sup> *Connect America Fund et al.*, WC Docket No. 10-90 *et al.*, Protective Order, DA 12-1857 rel. Nov. 16, 2012 (Protective Order). 47 C.F.R. § 54.313(f)(2).

|   |   |
|---|---|
| <b>FCC Form 481 - Carrier Annual Reporting</b><br><b>Data Collection Form</b> | <b>FCC Form 481</b><br><b>OMB Control No. 3050-0986/OMB Control No. 3050-0819</b><br><b>July 2013</b> |
|---|---|

|   |                  |
|---|------------------|
| <010> Study Area Code   | 431969           |
| <015> Study Area Name   | BIXBY TEL CO     |
| <020> Program Year  | 2014             |
| <030> Contact Name: Person USAC should contact with questions about this data         | Frank Rehbein    |
| <035> Contact Telephone Number:<br>Number of the person identified in data line <030> | 918/366-8000     |
| <039> Contact Email Address:<br>Email of the person identified in data line <030>     | frehbein@olp.net |

|  |   |   |
|--|---|---|
| <b>ANNUAL REPORTING FOR ALL CARRIERS</b> | <b>54,319</b><br><b>Completion</b><br><b>Required</b> | <b>54,422</b><br><b>Completion</b><br><b>Required</b> |
|--|---|---|

|  |  |  |
|--|--|--|
| <100> Service Quality Improvement Reporting  | (complete attached worksheet)  | (check box when complete)<br><div style="border: 1px solid black; width: 100px; height: 20px; background-color: #cccccc;"></div> |
| <200> Outage Reporting (voice)   | (complete attached worksheet)  | <div style="border: 1px solid black; width: 100px; height: 20px; text-align: center;">4</div>                                    |
| <210> <div style="border: 1px solid black; width: 50px; height: 20px; text-align: center;">4</div> <-- check box if no outages to report |  |  |
| <300> Unfulfilled Service Requests (voice)   | <div style="border: 1px solid black; width: 100px; height: 20px; text-align: center;">0</div>    | <div style="border: 1px solid black; width: 100px; height: 20px; text-align: center;">4</div>                                    |
| <310> Detail on Attempts (voice)   | (attach descriptive document)  | <div style="border: 1px solid black; width: 100px; height: 20px;"></div>   |
| <320> Unfulfilled Service Requests (broadband)   |  | <div style="border: 1px solid black; width: 100px; height: 20px;"></div>   |
| <330> Detail on Attempts (broadband)   | (attach descriptive document)  | <div style="border: 1px solid black; width: 100px; height: 20px;"></div>   |
| <400> Number of Complaints per 1,000 customers (voice)   |  | <div style="border: 1px solid black; width: 100px; height: 20px; text-align: center;">4</div>                                    |
| <410> Fixed  | <div style="border: 1px solid black; width: 100px; height: 20px; text-align: center;">0.02</div> |  |
| <420> Mobile   | <div style="border: 1px solid black; width: 100px; height: 20px;"></div>                         |  |
| <430> Number of Complaints per 1,000 customers (broadband)   |  | <div style="border: 1px solid black; width: 100px; height: 20px;"></div>   |
| <440> Fixed  | <div style="border: 1px solid black; width: 100px; height: 20px;"></div>                         |  |
| <450> Mobile   | <div style="border: 1px solid black; width: 100px; height: 20px;"></div>                         |  |
| <500> Service Quality Standards & Consumer Protection Rules Compliance   | (check to indicate certification)  | <div style="border: 1px solid black; width: 100px; height: 20px; text-align: center;">4</div>                                    |
| <510> <div style="border: 1px solid black; width: 150px; height: 20px;"></div>   | (attach descriptive document)  | <div style="border: 1px solid black; width: 100px; height: 20px; text-align: center;">4</div>                                    |
| <600> Functionality in Emergency Situations  | (check to indicate certification)  | <div style="border: 1px solid black; width: 100px; height: 20px; text-align: center;">4</div>                                    |
| <610> <div style="border: 1px solid black; width: 150px; height: 20px;"></div>   | (attach descriptive document)  | <div style="border: 1px solid black; width: 100px; height: 20px; text-align: center;">4</div>                                    |
| <700> Company Price Offerings (voice)  | (complete attached worksheet)  | <div style="border: 1px solid black; width: 100px; height: 20px;"></div>   |
| <710> Company Price Offerings (broadband)  | (complete attached worksheet)  | <div style="border: 1px solid black; width: 100px; height: 20px;"></div>   |
| <800> Operating Companies and Affiliates   | (complete attached worksheet)  | <div style="border: 1px solid black; width: 100px; height: 20px; text-align: center;">4</div>                                    |
| <900> Tribal Land Offerings (Y/N)? <input checked="" type="radio"/> <input type="radio"/>  | (if yes, complete attached worksheet)  | <div style="border: 1px solid black; width: 100px; height: 20px;"></div>   |
| <1000> Voice Services Rate Comparability   | (check to indicate certification)  | <div style="border: 1px solid black; width: 100px; height: 20px;"></div>   |
| <1010> <div style="border: 1px solid black; width: 150px; height: 20px;"></div>  | (attach descriptive document)  | <div style="border: 1px solid black; width: 100px; height: 20px;"></div>   |
| <1100> Terrestrial Backhaul (Y/N)? <input checked="" type="radio"/> <input type="radio"/>  | (if not, check to indicate certification)  | <div style="border: 1px solid black; width: 100px; height: 20px; text-align: center;">4</div>                                    |
| <1110>   | (complete attached worksheet)  | <div style="border: 1px solid black; width: 100px; height: 20px;"></div>   |
| <1200> Terms and Condition for Lifeline Customers  | (complete attached worksheet)  | <div style="border: 1px solid black; width: 100px; height: 20px; text-align: center;">4</div>                                    |

**Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet**

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

|        |                                   |  |
|--------|-----------------------------------|--|
| <2000> | (check to indicate certification) | <div style="border: 1px solid black; width: 100px; height: 20px;"></div> |
| <2005> | (complete attached worksheet)     | <div style="border: 1px solid black; width: 100px; height: 20px;"></div> |

**Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet**

|        |                                   |   |
|--------|-----------------------------------|---|
| <3000> | (check to indicate certification) | <div style="border: 1px solid black; width: 100px; height: 20px; text-align: center;">4</div> |
| <3005> | (complete attached worksheet)     | <div style="border: 1px solid black; width: 100px; height: 20px;"></div>                      |

**(100) Service Quality Improvement Reporting  
Data Collection Form**

FCC Form 481  
OMB Control No. :  
July 2013

|       |   |   |
|-------|---|---|
| <010> | Study Area Code   | 431969  |
| <015> | Study Area Name   | BIXBY TEL CO  |
| <020> | Program Year  | 2014  |
| <030> | Contact Name - Person USAC should contact regarding this data   | Frank Rehbein   |
| <035> | Contact Telephone Number - Number of person identified in data line <030>                                 | 918/366-8000  |
| <039> | Contact Email Address - Email Address of person identified in data line <030>                             | frhbein@olp.net   |
| <110> | Has your company received its ETC certification from the FCC?   | (yes / no) <input type="radio"/> <input checked="" type="radio"/> |
| <111> | If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC? | (yes / no) <input type="radio"/> <input type="radio"/>            |

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

- <112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document (.pdf)

Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets  
<114> Report how much universal service (USF) support was received  
<115> How (USF) was used to improve service quality  
<116> How (USF) was used to improve service coverage  
<117> How (USF) was used to improve service capacity  
<118> Provide an explanation of network improvement targets not met in the prior calendar year.

|                          |                          |
|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> |

-- See attached worksheet --

1/1/2013

10/07/2013

[illegible]

|       |                   |                         |
|-------|-------------------|-------------------------|
| <810> | Reporting Carrier | Bixby Telephone Company |
| <811> | Holding Company   |                         |
| <812> | Operating Company | Bixby Telephone Company |

[illegible]

**(900) Tribal Lands Reporting  
Data Collection Form**

FCC Form 481  
OMB Control No  
July 2013

|       |   |                   |
|-------|---|-------------------|
| <010> | Study Area Code   | 431969            |
| <015> | Study Area Name   | BIXBY TEL CO      |
| <020> | Program Year  | 2014              |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Frank Rehbein     |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 918/366-8000      |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | frrehbein@olp.net |

<910> Tribal Land(s) on which ETC Serves Huskogee (Creek) Nation

<920> Tribal Government Engagement Obligation

431969ok920

Name of Attached Document (.pdf)

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions;
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

| Select<br>(Yes, No,<br>NA) |
|----------------------------|
| NA                         |
|                            |
| NA                         |
| NA                         |
| NA                         |
| NA                         |
| NA                         |
| NA                         |
| NA                         |
| NA                         |



**(1100) No Terrestrial Backhaul Reporting  
Data Collection Form**

FCC Form 481  
OMB Control No. 30  
July 2013

|       |   |                   |
|-------|---|-------------------|
| <010> | Study Area Code   | 431969            |
| <015> | Study Area Name   | BIXBY TEL CO      |
| <020> | Program Year  | 2014              |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Frank Rehbein     |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 918/366-8000      |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | frrehbein@oip.net |

<1120> Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G) ☐

<1130> Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G) ☐

**(1200) Terms and Condition for Lifeline Customers**

**Lifeline  
Data Collection Form**

FCC Form 481  
OMB Control No. 3  
July 2013

|       |   |                  |
|-------|---|------------------|
| <010> | Study Area Code   | 431969           |
| <015> | Study Area Name   | BTXBY TEL CO     |
| <020> | Program Year  | 2014             |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Frank Rehbein    |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 918/366-8000     |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | frehbein@olp.net |

<1210> Terms & Conditions of Voice Telephony Lifeline Plans 431969ok1220  
Name of attached document (.pdf)

<1220> Link to Public Website HTTP \_\_\_\_\_

"Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, 4

<1222> Details on the number of minutes provided as part of the plan,

<1223> Additional charges for toll calls, and rates for each such plan.

|  |  |           |
|--|--|-----------|
| <b>(2000) Price Cap Carrier Additional Documentation</b>                                   |  | FCC Form  |
| <b>Data Collection Form</b>  |  | OMB Co    |
| <i>Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers</i> |  | July 2011 |

|       |   |                  |
|-------|---|------------------|
| <010> | Study Area Code   | 431969           |
| <015> | Study Area Name   | BIXBY TEL CO     |
| <020> | Program Year  | 2014             |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Frank Rehbein    |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 918/366-8000     |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | frehbein@olp.net |

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate

|  |   |  |
|--|---|--|
| <b>Incremental Connect America Phase I reporting</b>                                 |   |  |
| <2010>   | 2nd Year Certification {47 CFR § 54.313(b)(1)}  | <input type="checkbox"/>                               |
| <2011>   | 3rd Year Certification {47 CFR § 54.313(b)(2)}  | <input type="checkbox"/>                               |
| <b>Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))</b> |   |  |
| <2012>   | 2013 Frozen Support Certification   | <input type="checkbox"/>                               |
| <2013>   | 2014 Frozen Support Certification   | <input type="checkbox"/>                               |
| <2014>   | 2015 Frozen Support Certification   | <input type="checkbox"/>                               |
| <2015>   | 2016 and future Frozen Support Certification  | <input type="checkbox"/>                               |
| <b>Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))</b>            |   |  |
| <2016>   | Certification Support Used to Build Broadband   | <input type="checkbox"/>                               |
| <b>Connect America Phase II Reporting (47 CFR § 54.313(e))</b>                       |   |  |
| <2017>   | 3rd year Broadband Service Certification  | <input type="checkbox"/>                               |
| <2018>   | 5th year Broadband Service Certification  | <input type="checkbox"/>                               |
| <2019>   | Interim Progress Certification  | <input type="checkbox"/>                               |
| <2020>   | Please check the box to confirm that the attached PDF, on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year. | <input type="checkbox"/>                               |
| <2021>   | Interim Progress Community Anchor institutions  | <input type="checkbox"/>                               |
|  |   | Name of Attached Document Listing Required information |

|  |  |
|--|--|
| (3000) Rate Of Return Carrier Additional Documentation<br>Data Collection Form | FCC Form 481<br>OMB Control No. 3060-0986/OMB Control No. 3060-0987<br>July 2013 |
|--|--|

|   |                 |
|---|-----------------|
| <010> Study Area Code   | 431969          |
| <015> Study Area Name   | BIXBY TEL CO    |
| <020> Program Year  | 2014            |
| <030> Contact Name - Person USAC should contact regarding this data                 | Frank Rehbein   |
| <035> Contact Telephone Number - Number of person identified in data line <030>     | 918/366-8000    |
| <039> Contact Email Address - Email Address of person identified in data line <030> | frhbein@elp.net |

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set for CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

Progress Report on 5 Year Plan

|   |  |  |
|---|--|--|
| (3010) Milestone Certification (47 CFR § 54.313(f)(1)(i))<br>Please check this box to confirm that the attached PDF, on line 3012, contains the required information pursuant to § 54.313 (f)(1)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year. | Name of Attached Document Listing Required Information | <input type="checkbox"/>                     |
| (3011) Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))<br>Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))  | Name of Attached Document Listing Required Information | <input checked="" type="checkbox"/> (Yes/No) |
| (3014) If yes, does your company file the RUS annual report<br>Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires  |  | <input type="checkbox"/> (Yes/No)            |
| (3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)  |  | <input type="checkbox"/>                     |
| (3016) PDF of Balance Sheet, Income Statement and Statement of Cash Flows   |  | <input type="checkbox"/>                     |
| (3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation  | Name of Attached Document Listing Required Information |  |
| (3018) If the response is no on line 3014, Is your company audited?<br>If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:   |  | <input checked="" type="checkbox"/> (Yes/No) |
| (3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications  |  | <input checked="" type="checkbox"/>          |
| (3020) PDF of Balance Sheet, Income Statement and Statement of Cash Flows   |  | <input type="checkbox"/>                     |
| (3021) Management letter issued by the independent certified public accountant that performed the company's financial audit.<br>If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:   |  | <input type="checkbox"/>                     |
| (3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers.  |  | <input type="checkbox"/>                     |
| (3023) Underlying information subjected to a review by an independent certified public accountant   |  | <input type="checkbox"/>                     |
| (3024) Underlying information subjected to an officer certification.  |  | <input type="checkbox"/>                     |
| (3025) PDF of Balance Sheet, Income Statement and Statement of Cash Flows   |  | <input type="checkbox"/>                     |
| (3026) Attach the worksheet listing required information  | Name of Attached Document Listing Required Information | 431969ok3019                                 |

10/07/2013

|   |  |
|---|--|
| Certification - Reporting Carrier<br>Data Collection Form | FCC Form 481<br>CMB Control No. 3060-0886/CMB Control No. 3060-0819<br>July 2013 |
|---|--|

|   |                 |
|---|-----------------|
| <010> Study Area Code   | 431969          |
| <015> Study Area Name   | BIXBY TEL CO    |
| <020> Program Year  | 2014            |
| <030> Contact Name - Person USAC should contact regarding this data                 | Frank Rehbein   |
| <035> Contact Telephone Number - Number of person identified in data line <030>     | 918/366-8000    |
| <039> Contact Email Address - Email Address of person identified in data line <030> | frhbein@olp.net |

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF.

|   |                                |
|---|--------------------------------|
| Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or U Recipients   |                                |
| I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate. |                                |
| Name of Reporting Carrier:  |                                |
| Signature of Authorized Officer:  | Date                           |
| Printed name of Authorized Officer:   |                                |
| Title or position of Authorized Officer:  |                                |
| Telephone number of Authorized Officer:   |                                |
| Study Area Code of Reporting Carrier:   | Filing Due Date for this form: |
| Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C §§ 502, 503(b), or fine or Imprisonment under Title 18 of the United States Code, 18 U.S.C § 1001.  |                                |

|   |  |
|---|--|
| Certification - Agent / Carrier<br>Data Collection Form | FCC Form 481<br>OMB Control No. 3060-0088/OMB Control No. 3060-0019<br>July 2013 |
|---|--|

|   |                  |
|---|------------------|
| <010> Study Area Code   | 431969           |
| <015> Study Area Name   | BIXBY TEL CO     |
| <020> Program Year  | 2014             |
| <030> Contact Name - Person USAC should contact regarding this data                 | Frank Rehbein    |
| <035> Contact Telephone Number - Number of person identified in data line <030>     | 918/366-8000     |
| <039> Contact Email Address - Email Address of person identified in data line <030> | frehbein@olp.net |

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

|  |  |
|--|--|
| Certification of Officer to Authorize an Agent to File Annual Reports for CAF or U Recipients on Behalf of Reporting Carrier   |  |
| I certify that (Name of Agent) <u>John Staurulakis, Inc.</u> is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate. |  |
| Name of Authorized Agent:  | John Staurulakis, Inc.                           |
| Name of Reporting Carrier:   | BIXBY TEL CO                                     |
| Signature of Authorized Officer:   | CERTIFIED ONLINE Date: 10/07/2013                |
| Printed name of Authorized Officer:  | Robert Rozell                                    |
| Title or position of Authorized Officer:   | President  |
| Telephone number of Authorized Officer:  | 918-366-8000                                     |
| Study Area Code of Reporting Carrier:  | 431969 Filing Due Date for this form: 10/15/2013 |
| Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.   |  |

TO BE COMPLETED BY THE AUTHORIZED AGENT:

|  |  |
|--|--|
| Certification of Agent Authorized to File Annual Reports for CAF or U Recipients on Behalf of Reporting Carrier  |  |
| I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate. |  |
| Name of Reporting Carrier:   | BIXBY TEL CO                                     |
| Name of Authorized Agent or Employee of Agent:   | John Staurulakis Inc.                            |
| Signature of Authorized Agent or Employee of Agent:  | CERTIFIED ONLINE Date: 10/07/2013                |
| Printed name of Authorized Agent or Employee of Agent:   | Darla Parker                                     |
| Title or position of Authorized Agent or Employee of Agent:  | JSI Manager                                      |
| Telephone number of Authorized Agent or Employee of Agent:   | 512/338-0473                                     |
| Study Area Code of Reporting Carrier:  | 431969 Filing Due Date for this form: 10/15/2013 |
| Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.   |  |

## Attachments

[illegible]



**Bixby Telephone Company**

**Response to Line 510 - Service Quality Standards and Consumer Protection Rules**

**Compliance**

In establishing this certification in its *2005 ETC Order*,<sup>1</sup> the FCC found that an ETC must make “a specific commitment to objective measures to protect consumers.”<sup>2</sup> The Commission found that for wireless ETCs, compliance with CTIA’s Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis. In this context, the FCC stated, “to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement.”<sup>3</sup>

**Bixby Telephone Company** (“Company”) hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company complies with current service quality and consumer protection provisions under state and federal law. These provisions include, but are not limited to, the following: 1) the minimum directory requirements (OAC 165:55-7-1(e) (1); 2) the Truth-in-Billing Rules 47 CFR § 64.2401, as required in the OCC rules at OAC 165:55-9-1; 3) CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers’ privacy.

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<sup>1</sup> *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) (“*2005 ETC Order*”).

<sup>2</sup> *Id.* at para. 28.

## **Bixby Telephone Company**

### **Response to Line 610 - Ability to Function in Emergency Situations**

Bixby Telephone Company ("Company") hereby certifies that it is able to function in emergency situations as set forth in the Code of Federal Regulations, Title 47, Part 54, Subpart C, §54.202(a)(2).<sup>1</sup> The Company's network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by Section 54.202(a)(2). The Company can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations also allows the Company to manage traffic spikes throughout its network, as emergency situations require.

Specifically, the Company is able to function under emergency operations in accordance with Title 165, Chapter 55 of the Oklahoma Corporation Commission (OCC) regulations, which include the following subparts specific to emergency operations and adequacy of equipment:

1. 165:55-13-20. Responsibility for adequate and safe service
2. 165:55-13-22. Emergencies
3. 165:55-13-23. Adequacy of service
4. 165:55-13-24. Adequacy of equipment
5. 165:55-13-50. Service standards; sufficient operating and maintenance force
6. 165:55-13-53. Restoration of service plan

These rules require telecommunications service providers to maintain their networks and facilities so as to render safe, efficient, and continuous service, and to make adequate provision for emergencies in order to prevent interruption of continuous telecommunications service. The OCC rules also require that telecommunications service providers equip their central office

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<sup>1</sup> Section 54.202(a)(2) requires ETCs that are designated by the Commission to "demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations."

facilities with an emergency power source, either on the premises or available on short notice. Finally, the OCC rules require all telecommunications service providers to have a written restoration of service plan, available for review upon request. Bixby Telephone Company complies with all of the aforementioned OCC rules.

**Bixby Telephone Company**

**Response to Lines 900 – 929 – Tribal Lands Reporting**

Bixby Telephone (Company) responds to the Tribal Lands Offering data inquiry that its service area does include tribal lands and that it does provide service inclusive of tribal lands residents.

The Company replies “not applicable” to the Tribal Government Engagement Obligation (Line 920) as there is no tribal government or reservation as recognized in the State of Oklahoma. In 2012, Bixby Telephone contacted and met with the Muscogee (Creek) Nation in order to reach out to them and is prepared to coordinate with them in the future insofar as the coordination identified in § 54.313(a)(9).

**Bixby Telephone Company**

**Response to Lines 900 – 929 – Tribal Lands Reporting**

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BTC Broadband

4.12 ELIGIBILITY REQUIREMENTS FOR LIFELINE SERVICE ON TRIBAL LANDS

AT

A. Description of Service

1. Lifeline service is a telecommunications service assistance program designed to provide eligible residential customers with a credit to be applied to the price of basic local exchange service.
2. Eligible customers will receive a credit as set forth below, to be applied to their basic local exchange access service.
3. Customers shall not receive more than one Lifeline credit regardless of the number of residential access lines or locations at which the customer receives service within the State of Oklahoma.
4. All charges, either recurring or nonrecurring, for any service or feature other than Lifeline Service shall be billed at the tariffed rate.
5. Lifeline Service shall not be available on a retroactive basis.
6. Lifeline service may not be disconnected for non-payment of toll charges.
7. Designated Services Available To Lifeline Customers
  - (1) Single Party Service
  - (2) Local Usage
  - (3) Touch Tone Services
  - (4) Voice Grade Access to the Public Switched Network
  - (5) Access to Emergency Services
  - (6) Access to Operator Services
  - (7) Access to Interexchange Services
  - (8) Access to Directory Assistance
  - (9) Toll Restriction at No Charge
    - (i) Eligible customers accepting toll restriction or toll limitation services shall not be required to pay a deposit.
8. In compliance with 47 CFR 52.33.a.1.i.C, Lifeline Customers **shall not** receive the monthly number portability charge. Consistent with Federal Communications Commission's Orders, Lifeline Customers shall not receive the Federal Universal Service Charge.
9. The applicant or customer seeking to obtain Lifeline Service on Tribal Lands (see definition in 2.a. below) must demonstrate their current participation in at least one of the following assistance programs. The Applicant or customer shall complete and sign, under penalty of perjury, an authorization and self certification form provided by the Company. The Applicant or customer must check all of the following that apply.
  - a. Supplemental Nutrition Assistance Program ("SNAP")/k/a Food Stamps)
  - b. Temporary Assistance for Needy Families (TANF)
  - c. Supplemental Security Income (SSI)
  - d. Medical Assistance (Medicaid/Soonercare)

AT

Public Utility Division  
201200204  
Competitive Service Filing

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4.12 ELIGIBILITY REQUIREMENTS FOR LIFELINE SERVICE ON TRIBAL LANDS  
(Continued)

AT

A. Description of Service (Continued)

- e. Vocational Rehabilitation (including aid to the hearing impaired)
- f. Oklahoma Sales Tax Relief
- g. Federal Public Housing Assistance
- h. Low Income Home Energy Assistance Program
- i. Food Distribution Program on Indian Reservations ("FDPIR")
- j. 135% of the Federal Poverty Guidelines
- k. Bureau of Indian Affairs general assistance; (1)
- l. Temporary Assistance for Needy Families (TANF) and tribally-administered block grant programs; (2)
- m. Head Start Programs (only applicant or customer who satisfy the income qualifying eligibility provision); or
- n. National School Lunch Program (only applicant or customer who satisfy the income standard of the program for free meals).

AT  
AT

- 10. The applicant or customer must also certify:
  - a. Residence on Tribal Lands as described in Title 25, Code of Federal Regulations, Section 20.1, paragraph (v).
  - b. Agreement to notify Company if applicant no longer resides on tribal land or customer no longer participates in the program or programs described in paragraph 1. above, for which the Applicant or Customer certified their participation in.
  - c. The applicant must not be a dependent for Federal Income Tax purposes, unless the applicant is over the age of 60.
- 11. Upon receipt of the completed self certification, Company will begin providing the credit set forth in F. below. Lifeline credits will not be implemented or continued unless telephone service arrangements are and remain, within the Lifeline Service criteria specified above.
- 12. The Lifeline credits will be discontinued upon receipt by the Company of notice by the Customer that they no longer meet the eligibility requirements for the Lifeline credits.
- 13. The Lifeline credits will be automatically discontinued unless the customer annually certifies they continue to meet the eligibility requirements for Lifeline credits. All such annual re-self certifications must be submitted to the Company within the time frames determined by the Company.
- 14. Lifeline customers will be converted to standard residential service rates once they no longer qualify for Lifeline Service. No service charge will apply for this change in service.

Public Utility Division  
20120024-Competitive Service Filing

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- (1) Applicant must "have sufficient resources to meet the basic and special needs defined by the Bureau Standard of assistance," 25 C.F.R. § 20.21.
- (2) 42 U.S.C. § 612 and 45 C.F.R. § 286.

4.12 LIFELINE SERVICE ON TRIBAL LANDS (Continued)

B. Lifeline Credits on Tribal Lands

DT

Lifeline Service on Tribal Lands has been established by the Federal Communications Commission (FCC), therefore eligible Lifeline customers will receive the appropriate credits, depending on the programs the customer participates in, as specified by the FCC in its Twelfth Report and Order entered into in CC Docket No. 96-45 and as set forth below:

1. If a customer indicates eligibility to receive Lifeline credits as, Supplemental Nutrition Assistance Program ("SNAP" f/k/a Food Stamps), Temporary Assistance for Needy Families (TANF), Supplemental Security Income (SSI), Medical Assistance, Vocational Rehabilitation (including aid to the hearing impaired), Food Distribution Program on Indian Reservations ("FDPPIR") or Oklahoma Sales Tax Relief Act (68 O.S. § 5011, et seq.), then the Customer should receive credits as follows:

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|   | <u>Monthly Credit<sup>(1)</sup></u> |    |
|---|-------------------------------------|----|
| Federal Lifeline Credit                 | \$9.25                              | CR |
| Oklahoma Universal Service Fund Credit: | \$1.17                              | CR |

Additional Federal Credit to Residential Access Line

necessary to reduce customer's bill to \$1.00 (See footnote (24) below)

DT

- (1) Credit amount will not exceed the total of the subscriber line charge and the residential local exchange rate, less \$1.00. In no instance will a subscriber's monthly local exchange rate be less than \$1.00 after the application of the Lifeline Credits.
- (2) Eligible customers will also receive an additional reduction off the applicable monthly tariff rate for their local exchange service not to exceed \$25.00 as specified by the FCC in its Twelfth Report and Order entered in CC Docket No. 96-45.

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20120620  
Competitive Service Filing



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4.12 LIFELINE SERVICE ON TRIBAL LANDS (Continued)

2. If a customer indicates his eligibility to receive Lifeline credits as only one or more of the following: Federal Public Housing Assistance, Low Income Home Energy Assistance Program, Bureau of Indian Affairs general assistance, Temporary Assistance for Needy Families (TANF) tribally administered block grant programs, Head Start Programs (only those meeting its income qualifying eligibility provision), 135% of the Federal Poverty Guidelines or National School Lunch Program (only Applicant or customer who satisfy the income standard of the program for free meals), then the Customer should receive credits as follows:

|   |                                      |    |
|---|--------------------------------------|----|
|   | <u>Monthly Credit</u> <sup>(3)</sup> |    |
| Federal Lifeline Credit:  | \$9.25                               | CR |
| Additional Federal Credit to Residential Access Line<br>to reduce customer's bill to \$1.00 | (see footnote (4) below)             |    |

DT

- (3) Credit amount will not exceed the total of the subscriber line charge and the residential local exchange rate less \$1.00. In no instance will a subscriber's monthly local exchange rate be less than \$1.00 after the application of the Lifeline Credits.
- (4) Eligible customers will also receive an additional reduction off the applicable monthly tariff rate for their local exchange service, not to exceed \$25.00 as specified by the FCC in its Twelfth Report and Order entered in CC Docket No. 96-45.

Public Utility Division  
201200204  
Competitive Service Filing

Cause No. PUD 2006000120  
BTC Broadband

Oklahoma Tariff No. 2  
1<sup>st</sup> Revised Page 27

SECTION 4 B COMPANY SPECIFIC TERMS, RATES AND CHARGES

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4.1 LOCAL EXCHANGE ACCESS SERVICE

4.1.1 The Company's Local Telephone Service provides a Customer with the ability to connect to the Company's switching network which enables the Customer to:

- place or receive calls to any calling Station in the customer's local calling area, as defined herein; access enhanced Universal Emergency Number/911 Service where available; access the interexchange carrier selected by the Customer for long distance services; access Operator Services;
- access Directory Assistance; place or receive calls to 800/888 telephone numbers; access Telecommunications Relay Service.

4.1.2 Class of Service: The Local Exchange Service Offering is available in two classes of service distinguished by their primary character or nature of use as well as the location to which service is provided: residential or business.

Local Exchange Service will be classified as Residential Service where the primary use is for social or domestic purposes and the location to which service is provided is a residence or the bona fide living quarter for a combined residence and business premises.

Local Exchange Service will be classified as Business Service where the primary use is for paid commercial, professional or institutional activity and the location to which service is provided is a business or commercial location or the service number is listed as the principal or only number for a business in any telecommunications directory.

Issued: 4-26-06

BTC Broadband  
Robert Rozell  
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Bixby, OK 74008-0416

**APPROVED**  
MAY 25 2006  
Authorized Agent Initials: *[Signature]*  
**DIRECTOR OF  
PUBLIC UTILITIES**

OAC 165:55-5-10(c)  
BTC Broadband

4.1.3 Rates for Exchange Access Service

|                  | Monthly Recurring | Non-Recurring |
|------------------|-------------------|---------------|
| Residential Line | \$15.88           | \$31.25       |
| Business Line    | 29.15             | 31.25         |

4.2 Directory Assistance

A Customer may obtain Local Directory Assistance (DA) in determining telephone numbers within its local calling area by calling the Directory Assistance operator. The Customer may request a maximum of two telephone numbers per call to Directory Assistance service without additional charges.

4.2.1 Rates for Directory Assistance

Customers will be billed \$.75 per each DA call.

CR

4.3 Operator Assistance (Traditional)

A Customer may obtain the assistance of a local operator to complete local exchange telephone calls in the following manner.

Third Number Billing: Provides the Customer with the capability to charge a local call to a third number which is different from the called or calling party. The party answering at the third number has the option to refuse acceptance of the charges in advance or when queried by the operator.

Collect Calls: Provides the Customer with the capability to charge a call to the called party. On the operator announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the operator.

Calling Cards: Provides the Customer with the capability to place a call using a calling card with or without the assistance of an operator.

Person to Person: Calls completed with the assistance of an operator to a particular Station and person specified by the caller. The call may be billed to the called party.

Station to Station: Calls completed with the assistance of an operator to a particular Station. The call may be billed to the called party.

Operator Assisted (Traditional) Surcharges: The following surcharges will be applied on a per call basis.

4.3.1 Rates for Operator Services

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201100213  
COMPETITIVE SERVICE FILING

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Authorized Agent Initials 

**REDACTED – FOR PUBLIC INSPECTION**

**BIXBY TELEPHONE COMPANY (431969)**

**ATTACHMENT - LINE 3019-3021**

**ATTACHMENT REDACTED IN ENTIRETY**